



MUHAMMAD ISMAIL

Customer Service Expert, Front Line Associate, Service Officer

Address: Abu Dhabi, U.A.E

Nationality: Pakistani

Phone: +971 551116280

Visa Status: Employment Visa

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D.O.B: 05 – March - 1994

OBJECTIVE

Have about 5 years rich and extensive experience in Customer service, Sales, Retail & Cash Handling with internationally reputed organizations in UAE. Seeking a challenging and rewarding career in a reputed organization where I can exercise my knowledge and skills and to be a member of a professional team in order to give my best of my abilities to the organization.

EDUCATION

- Bachelor of Statistics BS(HONS) (The Islamia University of Bahawalpur, Pakistan)
- Dynatech Safety Fire Fighting Approved by Dubai Civil Aviation
- “AMLCFT & DUE Diligence” by Foreign Exchange & Remittance

EMPLOYMENT HISTORY

- Al Fardan Exchange- Service Officer-Abu Dhabi U.A.E (From December -2021 to Present)
- Lulu International Exchange–Front Line Associate- Abu Dhabi U.A.E. (From November -2019 to November -2021)
- Galadari Ice Cream Baskin Robbins–Customer Service Representative- Dubai U.A.E. (From May -2017 to January -2019)

LANGUAGE & SKILLS

- Language: English, Arabic, Urdu, Hindi, Punjabi, Saraiki,
- Interpersonal skills, Communication skills - verbal and written, listening skills, Problem analysis and problem-solving

RESPONSIBILITIES

- Manage and handle the cash / cheque transactions at the counter and ensure the delivery of quality service to customers while adhering to operational controls and avoiding cash excesses and shortages.
- Carry out smooth and error -free transactions within the branch, ensuring all activities are completed within timescales and with a high degree of accuracy.
- Ensure all teller transactions and other routine processing is done as per laid down procedures and central bank guidelines and ensure due diligence is carried out with respect to money laundering and other regulatory requirements.
- Provide information and guidance to customers through the delivery of excellent customer service to resolve customer queries and achieve customer satisfaction.
- Excellent oral and written English communication skills
- Excellent customer service skills
- Numerical skills
- Excellent interpersonal skills
- Excellent Microsoft/Open Office skills
- Can work under pressure and in a fast-paced environment
- Well versed with online services such as the Western Union, Instant Cash, Speed Remit, Himal remit,
- EZE TOP, Trans-Fast service, YOM, Xpress Money transfer as well as Symex and Wages Protection System (WPS)
- Planning, Developing and implementing effective marketing communication campaigns of the company
- Ensuring compliance with money laundering procedures and following the bank's security
- Control procedures regarding operations and Desk Instructions
- Authorizing high-value remittances and other forex transactions